



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 5.2

Subject: Training Requirements By Category Of Employment

Supersedes: DCS 5.2, 05/01/02

Local Policy: No

Local Procedures: No

Training Required: No

Approved by:

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Application

To All Department Of Children's Services Employees

Authority: TCA 37-5-106

Policy

At minimum, all employees shall receive orientation, pre-service, and in-service training in accordance with the policies of the Department of Children's Services and, when applicable, the American Correctional Association. As employees accept new assignments, they must complete all new training associated with the specialty.

Procedures

A. Management and supervisory personnel

1. Professional certification guidelines for continuing education may be considered in order to reach the minimum requirements set forth below, provided the activity meets the definition of training (*see glossary definition*).
2. All administrative and management staff will receive a minimum of 40 hours of training in addition to new employee orientation training during their first year of employment. Additional training will be at the discretion of the department.
3. Administrative and management personnel assigned to youth development centers and DCS residential facilities must also complete forty (40) hours of training each year

thereafter as required by current ACA standards and departmental directives.

4. All personnel whose responsibilities include the supervision of others must complete the Department of Personnel (DOP) supervisor training within the first year of employment as a supervisor. All supervisory case manager 3, team leaders and team coordinators working in the DCS regions shall complete forty (40) hours of Child Welfare League of America (CWLA) supervisory child welfare specific training prior to beginning their work as supervisors.

**B. Professional
specialists and
case managers**

All professional specialist and case manager staff who have daily contact delivering program services to children and juveniles must successfully complete pre-service training *in addition to new employee orientation* during their first year of employment and a minimum of forty (40) hours of training each year thereafter.

1. Professional Specialists and Case Managers in the following categories will complete one hundred-twenty (120) hours of pre-service training during their first year:
 - ◆ Case Managers
 - ◆ Children's Service Officers and Workers
2. Professional Specialists in the following categories will complete forty (40) hours of pre-service training during their first year.
 - ◆ Teachers
 - ◆ Librarians
 - ◆ All medical personnel
 - ◆ Chaplains
 - ◆ Contract workers
3. Youth development centers and DCS community residential facilities case managers and professional specialists must complete all training required by current American Correctional Association (ACA) standards.

C. Support staff

1. All support staff who have regular contact with children and juveniles in non-program service areas will receive a minimum of forty (40) hours of training in addition to new employee orientation during their first year of employment, and a minimum of forty (40) hours of training each subsequent year of employment. This includes the following categories of staff:
 - ◆ Food service workers
 - ◆ Maintenance workers
 - ◆ Any other support staff who have regular contact with children and juveniles and are assigned to youth development centers and DCS community residential facilities.
2. All support staff that has minimal or no contact with children and juveniles will receive forty (40) hours of training, in addition to new employee orientation, during their first year of employment.
3. Additional annual training for the following staff is at the discretion of the Department:
 - ◆ Secretaries, administrative assistants, clerks;
 - ◆ Information systems management staff;
 - ◆ Budgetary, accounting and other fiscal personnel;
 - ◆ Personnel and training staff;
 - ◆ Warehouse personnel; and,
 - ◆ General administrative support staff.
4. The above categories of support staff, when assigned to youth development centers and DCS community residential facilities, must complete a minimum of sixteen (16) hours of training each subsequent year of employment.

D. Additional training requirements

In addition to the minimum forty (40) hours and new employee orientation, all youth development center and DCS community residential facilities children's services officers must receive an additional one hundred-twenty (120) hours of training during the first year of employment and an additional forty (40) hours of training each subsequent year of employment. At a

minimum, this training covers the following:

- ◆ Security procedures
- ◆ Supervision of juveniles
- ◆ Signs of suicide risks
- ◆ Suicide precautions
- ◆ Use of force regulations and tactics
- ◆ Report writing
- ◆ Juvenile rules and regulations
- ◆ Rights and responsibilities of juveniles
- ◆ Fire and emergency procedures
- ◆ Safety procedures
- ◆ Key control
- ◆ Interpersonal relations
- ◆ Social/cultural lifestyles of the juvenile population
- ◆ Communication skills
- ◆ First aid/CPR
- ◆ Counseling techniques
- ◆ Cultural diversity

Forms

None

Collateral Documents

Summary of Orientation and Minimum Training Hours

Standards

3-JTS-1D-08
3-JTS-1D-09
3-JTS-1D-10
3-JTS-1D-11
3-JTS-1D-12
3-JCRF-1D-09
3-JCRF-1D-10
3-JCRF-1D-11
3-JCRF-1D-12

Glossary

<i>Term</i>	<i>Definition</i>
<i>Child Welfare League of America (CWLA):</i>	<p>The Child Welfare League of America (CWLA) is the oldest and largest national non-profit organization developing and promoting policies and programs to protect America's children and strengthen America's families.</p> <p>The Child Welfare League of America, in cooperation with the state child welfare agencies, presents the nation's first comprehensive, interactive child welfare database: the National Data Analysis System (NDAS).</p>
<i>In-state meetings:</i>	<p>Meetings held within the state of Tennessee. In-state meetings (including conventions, symposiums, expositions) are <u>not considered training</u> since these activities typically have no specific learning objectives and activities, attendance recording, testing, and evaluation requirements.</p>
<i>In-service training:</i>	<p>Courses that provide the opportunity for further development and specialization and are offered by DCS and/or its contractors, Training Division of the Department of Personnel, and Office of Information Resources (OIR).</p>
<i>Management Personnel:</i>	<p>Personnel responsible for program management, general supervision of support activities, central office management staff, superintendents, and regional administrators who do not have daily contact with or directly provide DCS services to</p>

children/youth.

**Orientation
Training:**

Training for new employees which includes, at a minimum, the following: an historical perspective of the department; department goals and objectives, general policies and procedures, employee benefits, site-specific rules and regulations, job responsibilities, and personnel policies.

**Pre-service
training:**

Courses, which provide the required basic knowledge and skills to perform important job tasks and prepare for independent work.

**Professional
Specialist and
Case Managers:**

Staff directly providing program services to children/youth, including: case managers, team leaders and coordinators, teachers, aides, librarians, medical personnel, chaplains, children services officers and workers, and all other staff who provide full-time services to children/youth in DCS custody or in jeopardy of entering custody.

**Supervisory
Personnel:**

All staff whose responsibilities include the supervision of other management, professional specialist, case management, and support personnel.

Support Staff:

Staff not directly providing program services to children/youth. There are two categories of Support Staff: *Minimum contact* - includes secretaries, clerks, computer/information resources staff, warehouse personnel, accountants and bookkeepers, personnel staff and others who have minimal or no contact with children/youth. *Regular or Daily contact* - includes food service staff, medical staff; maintenance workers, and others whose work requires day-to-day contact with children/youth.

Training:

An organized, planned, and evaluated activity designed to achieve specific learning objectives and includes requirements for completion, attendance recording, and a system for recording completed training. Types of training may include formal classroom instruction; on-the-job training under the direction of an instructor; training meetings or conferences that include a formal agenda and instruction by a qualified teacher, supervisor, or official; manual training; physical training, etc. *Staff meetings* and *supervisory conferences* are not considered training.

Summary of Orientation and Minimum Training Hours

The following partial description of general job categories should be used as a sample for determining minimum training requirements as outlined in DCS Policy 5.2; not all job categories are included in this example.

Category	Position Titles	Orientation	Pre-Service	Annual In-Service
<i>Management</i>	Assistant Commissioner, Director, Assistant Director, Regional Administrator, General Counsel	Yes	40 hours	At DCS discretion
	Superintendent, Asst. Superintendent, Principal	Yes	40 hours	40 hours
<i>Supervisory</i>	Case Manager I – IV, Youth Service Officer, Youth Service Worker	Yes	120 hours	40 hours
	Any staff that must evaluate the performance of others	Must complete DCS supervisory training plus other training as required by category	--	--
<i>Professional Specialist & Case Manager</i>	Case Manager I – IV, Youth Service Officer, Youth Service Worker	Yes	120 hours	40 hours
	Teacher, Teacher Aide, Librarian, all Medical Personnel, Chaplain, Contract Youth Service Officers	Yes	40 hours	40 hours
<i>Treatment Support Staff (daily contact with juveniles)</i>	Food Service Steward, Records Clerk, Facility Manager, Fire Safety Manager	Yes	40	40
<i>Mminimal contact with juveniles)</i>	Administrative Secretary, Accountant, Records Clerk, Accreditation Manager, Procurement Officer, Personnel Tech/Analyst	Yes	40	16
<i>Non-treatment Support Staff (Minimal contact with juveniles)</i>	Adm. Services Asst., Clerk, Procurement Officer, Personnel Analyst/Tech, Secretary, Dietitian, Program Manager, Account Clerk or Tech. Accountant, System Administrator, IR Support	Yes	No	At DCS discretion